

WHAT IS CLAIMED IS:

1. A system for correcting the failed delivery of electronic documents, said system comprising:

5 a document system, said document system producing document data and document print requests for printing documents;

a print management system, wherein said print management system accepts document data and document print requests from said document system, and further wherein said print management system determines whether a requested document is designated for electronic delivery or non-electronic delivery based on a stored document delivery designation;

10 a recipient database, wherein said recipient database stores document recipient information; and

15 a failed email management system, wherein said failed email management system is configured and arranged to receive a notice of a failed email delivery including a failed email address, and to change a document delivery designation for at least the intended recipient of the failed email.

20 2. The system of claim 1, wherein said failed email management system extracts identifying email data fields from said notice of a failed email delivery and retrieves alternate contact information from the recipient database based on the extracted identifying email data fields.

3. The system of claim 2, wherein said alternate contact information includes at least: a customer name; a telephone number; or a mailing address.

4. The system of claim 3, wherein said failed email management system further comprises an Internet server, wherein said Internet server provides access for the intended recipient of the failed email delivery to correct said failed email address.

25 5. The system of claim 4, wherein said failed email management system further comprises a postcard form template accessible via the Internet, wherein the intended recipient of the failed email delivery may print the postcard form template, provide information requested on the postcard form template and mail the postcard form template back for processing.

30 6. The system of claim 5, wherein said system further comprises a consent database, said consent database storing each potential document recipient's selected document delivery designation to receive documents electronically or non-electronically.

7. The system of claim 6, wherein said print management system determines whether to process a document for electronic or non-electronic delivery based upon the document delivery designation stored in said consent database.

5 8. The system of claim 7, wherein said system further comprises a parsing engine, wherein said parsing engine receives document data from said print management system for documents selected for electronic delivery, and further wherein said parsing engine processes said document data for storage.

10 9. The system of claim 8, wherein said system further comprises a server, wherein said server provides on-line access to the document data and electronic documents stored by said parsing engine.

15 10. The system of claim 9, wherein said email system composes and transmits electronic notices regarding the status and availability of stored documents and document data.

11. The system of claim 10, wherein said email system composes electronic documents comprised of document data and transmits said electronic documents to electronic document recipients.

12. The system of claim 11, wherein said email system combines multiple electronic notices for delivery to a single recipient at one time.

13 13. The system of claim 12, wherein said email system combines multiple electronic documents for delivery to a single recipient at one time.

14. The system of claim 13, wherein the document delivery designations for multiple recipients are changed together based upon common identifying criteria.

15 20 25 15. In an electronic mail delivery system comprising a print management system for electronically delivering documents to a plurality of consenting recipients based on each recipient's selected delivery option to receive a document electronically or non-electronically, a method comprising the steps of:

receiving a notice of a failed email delivery;

changing the selected delivery option of an intended recipient of the failed email so that the intended recipient will no longer receive documents electronically;

30 extracting a plurality of identifying email data fields from the notice of the failed email delivery;

retrieving alternate recipient contact information based on the extracted identifying email data fields.

16. The method of claim 15, wherein said alternate recipient contact information includes at least one of: a customer name; a telephone number; and a mailing address.

17. The method of claim 16, wherein said method further comprises the step of contacting the intended recipient with the alternate recipient contact information retrieved.

5 18. The method of claim 17, wherein said method further comprises the step of preparing and sending a paper letter addressed to the intended recipient.

19. The method of claim 18, wherein said method further comprises the step of providing Internet access for the intended recipient to correct the failed email address.

20. The method of claim 19, wherein said method further comprises the step of providing Internet access for intended recipient to view document data associated with the failed email.

10 21. The method of claim 20 wherein said method further comprises the step of providing a postcard form template accessible via the Internet, wherein the intended recipient may print the postcard form template, complete information requested on the postcard form template and mail the postcard form template back for processing.

22. In a document delivery system comprising a storage element for storing document delivery preferences for document recipients, a failed email system comprising:

15 a first server, said first server configured to receive a failed email notice, wherein, upon receipt of a failed email notice, said first server initiates a change in a document delivery preference for the intended recipient of the failed email;

20 a processing element, wherein said processing element is configured to extract identifying data from said failed email notice and to retrieve alternate contact information for the intended recipient of the failed email.

23. The failed email system of claim 22, wherein the failed email system further 25 comprises a recipient database, said recipient database configured to store recipient contact information.

24. The failed email system of claim 23, wherein said document delivery preferences include at least the preference to receive documents electronically or non-electronically.

30 25. The system of claim 24, wherein said alternate contact information includes at least one of: a customer name; a telephone number; and a mailing address.

26. The failed email system of claim 25, wherein said system further comprises a second server, wherein said second server is configured to allow intended recipients of failed email notices to view document data associated with the failed email.

27. The failed email system of claim 26, wherein said system further comprises a 5 postcard form template, wherein the intended recipient may access the postcard form template, complete the information requested on said postcard form template and mail the postcard form template back for processing.

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